

# A VALUES AND ETHICS GUIDE TO EXCELLENCE

## Summary






Excellence in the design and delivery of public sector policy, programs and services is beneficial to every aspect of Canadian public life. Through engagement, collaboration, effective teamwork and professional development, we become a high-performing organization.





### We demonstrate professional excellence by:

- Providing fair, timely, efficient and effective services that respect Canada's official languages;
- Continually improving the quality of policies, programs and services we provide; and
- Fostering a work environment that promotes teamwork, learning and innovation.

## DO

-  Manage your work to achieve the best possible results for Canadians' social and economic well-being.
-  Base your decisions in the public interest, on sound reasoning, and on the needs of the Department's clients.
-  Maintain a professional appearance appropriate for the job that you do.
-  Encourage innovation by fostering a culture of team work to enhance learning via coaching, mentoring, team learning and dialogue.
-  Nurture a workplace where employees and team work are valued, recognized and rewarded.

## DON'T

-  Ignore your obligations in regards to language rights of the public and employees. Respect English and French as official languages and their equality of status.
-  Report to work impaired, or consume intoxicants while on duty or while on the premises where ESDC conducts its business. (Exceptions exists for medically certified reasons, as long as it does not pose safety hazards to you, other employees, or the public.)

## Let's Discuss

### Values and Ethics

Do all employees have equal access to training and career development opportunities?

Where can I find information about my obligations regarding official languages?

What resources exists if I am concerned about substance abuse?

For more information, visit Values and Ethics on iService: [Values and Ethics](#)